

Azraq Winterization NFI Distribution - November 2014

Post Distribution Monitoring Questionnaire

Interview Date:
Interviewer Name:

Introduction

Hello, my name is _____ and I am working for NRC. We are interviewing households that received assistance from NRC in your community. We would like to ask you some questions to find out if you are satisfied with our services so far and to understand ways to improve our service delivery. What you will say will be kept confidential and will not be revealed to any other group. This survey will take approximately 10 minutes to complete.

Do you agree to answer our questions?

- Yes
 No

Background

Gender

- Male
 Female

Village number

- 3
 6

Block number

Family size

HoHH

- Yes
 No

Age of interviewee

Special Cases

- Mental Disability
 Physical Disability
 Unaccompanied Minor
 Sick/ill
 Old
 Pregnancy/Lactation
 Female headed household
 Single female
 None

Hygiene Kit Items related Questions

1. Did you receive a hygiene kit from NRC distribution site?

Yes

No, why?

- Not eligible
 Was out of camp/vacation
 Did not know about the distribution
 No one available to collect items
 Other

2. What did you do with the items you received?

Used them	Exchanged them with something else	Sold them	Other (please specify)
Move to next questions	- What did you exchange it for?	- Why did you sell it? - How much is the estimated price for selling the kit?	

3. Was the quantity you received enough compared with the family size?

Yes

No, If No; what were the items that are not enough?

4. How was the quality of the **soap**?

Good

Fair

Bad, 1) Please explain and 2) what do you suggest to improve the quality?

5. How was the quality of the **toothbrush**?

Good

Fair

Bad, 1) Please explain and 2) what do you suggest to improve the quality?

6. How was the quality of the **toothpaste**?

Good

Fair

Bad, 1) Please explain and 2) what do you suggest to improve the quality?

7. How was the quality of the **shampoo**?

Good

Fair

Bad, 1) Please explain and 2) what do you suggest to improve the quality?

8. How was the quality of the **sanitary napkins**?

Good

Fair

Bad, 1) Please explain and 2) what do you suggest to improve the quality?

9. How was the quality of the **towel**?

Good

Fair

Bad, 1) Please explain and 2) what do you suggest to improve the quality?

10. How was the quality of the **plastic comb**?

Good

Fair

Bad, 1) Please explain and 2) what do you suggest to improve the quality?

11. How was the quality of the **nail clipper**?

Good

Fair

Bad, 1) Please explain and 2) what do you suggest to improve the quality?

12. How was the quality of the **washing line/rope**?

Good

Fair

Bad, 1) Please explain and 2) what do you suggest to improve the quality?

13. How was the quality of the **laundry bucket**?

Good

Fair

Bad, 1) Please explain and 2) what do you suggest to improve the quality?

14. How was the quality of the **laundry powder/soap**?

Good

Fair

Bad, 1) Please explain and 2) what do you suggest to improve the quality?

15. How was the quality of the **dishwashing detergent**?

Good

Fair

Bad, 1) Please explain and 2) what do you suggest to improve the quality?

16. How was the quality of the **disinfection solution**?

Good

Fair

Bad, 1) Please explain and 2) what do you suggest to improve the quality?

17. How was the quality of the **water jerry cans**?

Good

Fair

Bad, 1) Please explain and 2) what do you suggest to improve the quality?

18. Was there any item(s) you didn't use?

Yes

No, 1) Why and 2) what were the item(s)?

19. Was there any item(s) that wasn't useful in the kit?

Yes, what were the item(s)? And why?

No

20. Was there any item you needed that wasn't included in the kit?

Yes, what were the items?

No

21. Do you think that the distribution period for the hygiene kit is enough?

Yes

No, what do you think is the suitable period? - Less than one month

- One month

- Two months

Clothes related Questions

22. Did you receive clothes from NRC distribution site?

Yes

No, why?

Not eligible

Was out of camp/vacation

Did not know about the distribution

No one available to collect items

Other

23. What did you do with the clothes you received?

Used them	Exchanged them with something else	Sold them	Other (please specify)
Move to next questions	- What did you exchange them for?	- Why did you sell them? - How much is the estimated	

		price for selling the clothes?	
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24. What was the type of clothes received?

- Winter
- Summer
- Mix of both

25. How was the quality of winter clothes?

- Good
- Fair
- Bad, 1) Please explain and 2) what do you suggest to improve the quality?

26. How was the quality of summer clothes?

- Good
- Fair
- Bad, 1) Please explain and 2) what do you suggest to improve the quality?

27. Were the distributed clothes appropriate to weather conditions?

- Yes
- No

28. Were the distributed clothes appropriate to the cultural Norms?

- Yes
- No

29. Were the distributed clothes sizes matches your actual body size?

- Yes
- No

30. If there was any special case, did the case receive the appropriate clothes?

- Yes
- No

Summer Shoes related Questions

31. Did you receive summer shoes from NRC distribution site?

Yes

No, why?

- Not eligible
- Was out of camp/vacation
- Did not know about the distribution
- No one available to collect items
- Other

32. What did you do with the summer shoes you received?

Used them	Exchanged them with something else	Sold them	Other (please specify)
Move to next questions	- What did you exchange them for?	- Why did you sell them? - How much is the estimated price for selling the blankets?	

33. How was the quality of the summer shoes in general?

- Good
- Fair
- Bad, 1) Please explain and 2) what do you suggest to improve the quality?

34. Did the summer shoes you received fits your foot size?

Yes

No

35. Did the summer shoes you received colour was suitable?

Yes

No

Blankets related Questions

36. Did you receive blankets from NRC distribution site?

Yes

No, why?

Not eligible

Was out of camp/vacation

Did not know about the distribution

No one available to collect items

Other

37. Which blankets did you prefer? And why?

- Saudi blankets

- Medium thermal blankets

- High thermal blankets

38. What did you do with the thermal blankets you received?

Used them	Exchanged them with something else	Sold them	Other (please specify)
Move to next questions	- What did you exchange them for?	- Why did you sell them? - How much is the estimated price for selling the blankets?	

39. How was the quality of the Saudi blankets?

Good

Fair

Bad, 1) Please explain and 2) what do you suggest to improve the quality?

40. How was the quality of the medium thermal blankets?

Good

Fair

Bad, 1) Please explain and 2) what do you suggest to improve the quality?

41. How was the quality of the high thermal blankets?

Good

Fair

Bad, 1) Please explain and 2) what do you suggest to improve the quality?

Gas Heater related Questions

42. Did you receive a gas heater from NRC distribution site?

Yes

No, why?

- Not eligible

- Was out of camp/vacation

- Did not know about the distribution

- No one available to collect items

- Other

43. What did you do with the gas heater you received?

Used it	Exchanged it with something else	Sold it	Other (please specify)
Move to next questions	- What did you exchanged them for?	- Why did you sell it? - How much is the estimated price for selling the gas heater?	

44. Did NRC connect your heater?

Yes, after how many days it was connected?

No, do you know the reason? How did you solve it?

45. Did you face any difficulty using the gas heater?

Yes, what was the problem? How did you solve it? - Contacted NRC
No - Solved it by myself
-Other

46. How is the quality of the gas heater?

Good

Fair

Bad, 1) Please explain and 2) what do you suggest to improve the quality?

47. Are you aware of fire safety minimum standards?

Yes, how did you know about them? - Pamphlet/posters
- Regular checks
- Awareness sessions

No

48. Do you know what to do if there is a leakage in gas connections?

Yes

No

49. Do you know how to connect/disconnect the gas heater by yourself if you have the required tools?

Yes

No

Messaging and Complaint Mechanism related Questions

50. Did you know about all distributions time in advance?

Yes

No, what are the distribution cycles you didn't know about?

51. How did you know about the distributions?

- NRC Staff/Leaflet
- Care Community Center
- Relatives/friends
- Other, explain

52. Are you aware of any complaint mechanism?

Yes, which ones do you know?

No

53. Do you know how to submit a complaint?

Yes

No

54. Have you ever submitted a complaint?

Yes, how did you do that?

No

End of Questionnaire
Thank you!